

## LATEST PUBLIC HEALTH DIRECTIONS - GUIDANCE FOR BUSINESSES

### Frequently Asked Questions ('FAQ's')

I operate a **commercial garage servicing vehicles or Motorcycles**, what should I do?

**The repair of vehicles and motorcycles is an essential business.** If you service or repair vehicles or motorcycles you can choose to open your business to provide those services.

You are not permitted to retail any goods or services unless they would usually be sold in the course of the business of vehicle/motorcycle repair.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you must close.

You should only travel to and from your place of work to provide those services.

I operate a **delivery company, moving goods around the Island** what should I do?

**All of the Islands couriers, shipping agents and postal workers are classified as 'Essential Workers'** and therefore the delivery of goods around the Island should continue unaffected.

It is advisable that all essential workers have up to date identification with them when at work and travelling to and from work should this be requested by the relevant authorities.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained as practicably as possible.

You should only travel to and from your place of work to provide those services.

I operate a **building and plumbing supplies company on the Island** what should I do?

**Hardware stores, builders' merchants and stores** that provide hardware products necessary for home and business maintenance, sanitation along with farm equipment and supplies and tools essential for gardening/farming/agriculture are permitted to open and are permitted to sell these products.

You should not retail any goods or services that are not usually sold in the course of the businesses described above

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. You may only travel to and from your place of work to provide those services. If this is not possible then you must close.

You should only travel to and from your place of work to provide those services.

I am an **Electrician/Plumber/Builder/Carpenter/Roofer/Scaffolder** on the Island what should I do?

**Further to an Authorisation issued by the Committee for Health & Social Care, in the event of a Home Emergency and building repair and maintenance** – Plumbers, electricians, roofers, scaffolders and all others (repair and maintenance personnel), who reasonably and necessarily need to enter homes to provide essential emergency home and building repair and maintenance services are authorised to do so.

If you do provide emergency building repair and maintenance services then you must ensure that you put in place measures, wherever possible and practical bearing in mind the nature and severity of the emergency, to ensure that social distancing of both your workforce and any interaction with any customers is maintained.

You should only travel to and from your place of work to provide those services.

My business offers **take-away food** – can I continue to operate?

**Only takeaway services whose kitchen preparation space permits social distancing should operate in the present time.** Any business operating a takeaway service should not offer a counter service to customers.

All prepared food **must be home delivered** and appropriate social distancing measures maintained.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained.

Furthermore, when food is delivered this should ideally be by one person but if not practicable by no more than 2 people carrying out the delivery to ensure that the gathering and meeting of not more than two (2) people is maintained.

If this is not possible then you will not be able to provide those services.

I run a **roofing company** and I have jobs still to finish, what should I do?

**Further to an Authorisation issued by the Committee for Health & Social Care in the event of a home emergency and building repair and maintenance** – Plumbers, electricians, roofers, scaffolders and all others (repair and maintenance personnel), who reasonably and necessarily need to enter homes to provide essential emergency home and building repair and maintenance services are authorised to do so.

If you do provide emergency building repair and maintenance services then you must ensure that you put in place measures, wherever possible and practical bearing in mind the nature and severity of the emergency, to ensure that social distancing of both your workforce and any interaction with any customers is maintained.

You should only travel to and from your place of work to provide those services.

### I run a **Pet-Store / Veterinary business** – can I continue to operate?

**All Pet-Stores / Veterinary businesses** providing items for health and welfare of animals, including animal feed and medicines, animal food, pet food, animal supplies including bedding can remain open and are essential retail.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you will not be able to open.

It would be preferable that where goods can be delivered that companies offers a home delivery service.

You should only travel to and from your place of work to provide those services.

### I run an **off-licence selling alcohol** – can I continue to operate?

**The Retail and wholesale sale of food, beverages and newspapers** is an essential business and, where it involves the sale of intoxicating liquor, must be in accordance with the relevant applicable alcohol licensing regulations.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you will not be able to open.

It would be preferable that where goods can be delivered that companies offers a home delivery service.

You should only travel to and from your place of work to provide those services.

### I run a **Beach Kiosks** – can I continue to operate?

All Beach Kiosks with indoor seating are considered as Cafés and Restaurants and are therefore prohibited from permitting people within the premises.

Beach Kiosks with outdoor seating only - you may only open your business if it is operated from a preparation space that permits social distancing and you must ensure that you put in place measures to ensure that social distancing of both your workforce and customers is maintained. You should not have more than 2 people working from the kiosk. You should only provide a counter service for consumption away from your premises any outdoor seating should not be used. . If this is not possible then you will not be able to open.

You should only travel to and from your place of work to provide those services.

### I run a **Garden Plant Centre** – can I continue to operate?

**Stores (which may include garden plant centres) that provide hardware products necessary for home and business maintenance**, sanitation and farm equipment, supplies for gardening/farming/agriculture can remain open as essential retail outlets. Such Stores may also continue to conduct other essential businesses which they have been operating during the normal course of their businesses (for example the retail sale of essential items for the health and welfare of animals) from their premises.

You are not permitted to retail any goods or services that are not usually sold from outlets of businesses of the type described in the guide.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you will not be able to open.

It would be preferable that where goods can be delivered that companies offer a home delivery service.

You should only travel to and from your place of work to provide those services.

### I am a **Taxi Driver** – can I continue to operate?

**All of the Islands Taxi Drivers are 'Essential Workers'** and therefore the provision of public transport around the Island should continue unaffected.

It is advisable that all Essential Workers have up to date identification with them when at work and travelling to and from work should this be requested by the relevant authorities.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained as practicably as possible.

### I operate an **office providing goods or services which are not essential** – can I continue to operate?

If your business is not operated from an essential retail outlet and does not use essential workers as defined in the guidance, then you can still operate your business, **but the owner or occupier must not allow any event, gathering or meeting consisting of more than two (2) persons, to take place at or on the premises or in the course of conducting the business off the premises. Social distancing should be maintained.**

Outdoor businesses such as **window cleaning, gardening, decorating and outdoor building trades**, can operate. You should not however meet with any customers or clients whilst working, unless done so remotely (e.g. over the telephone) or enter their homes unless you are a sole trader and the household you are visiting consists of only one person, (which would fulfil the restriction on no more than 2 persons being gathered together – but you must still maintain **social distancing**).

You should only travel to and from your place of work to provide those services.

### I am a **Marine Engineer / Boat Repair** - Can I still operate?

**The repair of boats is as essential service.** If you service or repair boats you can choose to open your business to provide those services.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you must close.

You should only travel to and from your place of work to provide those services.

### I run a **small holding/am a small home producer** - Can I still operate?

If your business is not operated from an essential retail outlet and does not use essential workers as defined in the guidance, then you can still operate your business, but the owner or occupier must not allow any event, gathering or meeting consisting of more than two (2) persons, to take place at or on the premises or in the course of conducting the business off the premises.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you will not be able to open.

It would be preferable that where goods can be delivered that companies offers a home delivery service.

You should only travel to and from your place of work to provide those services.

### I operate a **Dry Cleaners and Laundries** producing critical supplies for the Health Service – Can I still operate?

**Dry cleaning and laundry businesses**, can continue to operate.

You are not permitted to retail any goods or services that are not usually sold in the course of **dry cleaning and laundry businesses** .

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you will not be able to open.

It would be preferable that where goods can be delivered that companies offer a home delivery service.

You should only travel to and from your place of work to provide those services.

### I operate a **Domestic Cleaning Service** – Can I still operate?

A domestic cleaner should only provide services for private householders if really necessary and provided they do not meet with members of private households. This means that householders should not be in their house or flat for the duration of the cleaning. Workers must not be in a group of more than 2 and social distancing must be maintained. If the householder lives alone and only one cleaner is usually provided, the householder may be present in the house if it is impracticable for them to leave and provided social distancing is maintained.

### I operate a **Cleaning Service for Offices and other Working Environments** – Can I still operate?

Workers providing **cleaning services for Offices and other Working Environments** are essential workers and may continue to provide a service. However, when providing services you should

ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you must not provide the service.

You should only travel to and from your place of work to provide those services.

### I operate a **large superstore selling a wide range of goods** – Can I still operate?

Large superstores which operate businesses of types that are described in the list of essential retail outlets may continue to operate those businesses.

If you do open your business then you must ensure that you put in place measures to ensure that social distancing of both your workforce and any interaction with any customers is maintained. If this is not possible then you will not be able to open.

It would be preferable that where goods can be delivered that companies offer a home delivery service.

You should only travel to and from your place of work to provide those services.

### I operate a **domestic heating / boiler engineer service** – Can I still operate?

**Further to an Authorisation issued by the Committee for Health & Social Care in the event of a Home Emergency** – Plumbers, electricians, roofers, scaffolders and all others (repair and maintenance personnel), who reasonably and necessarily need to enter homes to provide essential emergency home and building repair and maintenance services are authorised to do so.

If you do provide emergency building repair and maintenance services then you must ensure that you put in place measures, wherever possible and practical bearing in mind the nature and severity of the emergency, to ensure that social distancing of both your workforce and any interaction with

any customers is maintained. You should only travel to and from your place of work to provide those services.

### Further information and contact details

If you have any further information on the public health restrictions and how they affect your business, please email [trade@gov.gg](mailto:trade@gov.gg) or call 743803. Please note that this telephone number will not be manned at the weekend. If you need advice over the weekend, please send enquiries to [trade@gov.gg](mailto:trade@gov.gg) and we will contact you as soon as possible.